

STATE OF NEVADA DEPARTMENT OF TRANSPORTATION

Date December 22, 2021

TP 1-3-15

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MOBILE DEVICE POLICY

1. PURPOSE

To protect the confidentiality, availability, and integrity of NDOT information while stored, transmitted, or processed on mobile computing devices. Mobile devices are more susceptible to theft and loss in comparison to traditional desktop computing devices and additional security measures are needed.

To define accepted practices, responsibilities, and procedures for the use of NDOT-issued mobile devices; which includes mobile phones, smart phones, tablets, and laptops authorized by NDOT to connect to enterprise systems.

2. POLICY

It is the policy of NDOT to provide mobile communications and/or mobile device equipment that is necessary to meet the needs and safety requirements of certain positions in the most cost-effective manner available.

Any user with a mobile computing device accessing NDOT's network, systems, or data is subject to all State and NDOT Information Technology Division (IT) Policies, as well as federal and state statutes governing acceptable use of NDOT network and information technology assets.

NDOT Network Use - Access to, and continued use of, network services is granted on the condition that each employee or contractor reads, signs, and follows NDOT's IT policies concerning the use of computing devices while connected to NDOT-owned networks and/or information assets.

Access to NDOT resources which house federally regulated data such as PII, CJIS, etc., is not allowed over wireless networks, except through an NDOT-provided VPN or an industry recognized encryption protocol (e.g., HTTPS).

Pursuant to NRS 281A 400(7), such NDOT-provided equipment may be used for limited personal purposes if:

- a. The use does not interfere with the performance of the employee's public duties;
- b. The cost or value related to the use is considered nominal by the employee's management; and
- c. The use does not create the appearance of impropriety.

STATE OF NEVADA DEPARTMENT OF TRANSPORTATION

Date December 22, 2021

TP 1-3-15

3. SCOPE

This policy applies to any mobile device that is used to access NDOT's network, systems, or data.

This policy applies to all users, (e.g., employees, contractors, consultants, and customers) who access and/or use NDOT's resources from NDOT issued devices.

Any mobile device that connects to NDOT's network, systems, or data must comply with this Policy.

4. RESPONSIBILITY

a. Division Heads and District Engineers

- (1) Assuring that the need for each NDOT-issued mobile device being considered for purchase is clearly justified and is the most cost-effective solution available to meet the NDOT business needs of the specific position;
- (2) Approving employee requests for Mobile Apps to be added to the NDOT IT App Store (Company Portal);
- (3) Monitoring monthly usage and billing statements and when necessary taking appropriate action including dealing with identified productivity issues, and/or disciplinary issues as identified in NDOT's Prohibitions and Penalties, when it is determined that an employee who has been issued NDOT-provided mobile equipment violates this policy; and
- (4) Collection of employee-issued equipment and immediately notifying the NDOT IT Division to terminate an NDOT mobile device usage account when the account is no longer needed to carry out the employee's work assignments, the employee terminates their employment or transfers to another Division, the employee's use of the account demonstrates continuous disregard for this policy, usage for non-business purposes demonstrates considerable lack of work productivity or usage results in substantial added costs to NDOT.

b. Employees issued NDOT mobile devices

- (1) Reviewing and signing the Employee Mobile Device Agreement form;
- (2) Following all applicable laws relative to usage of mobile equipment while operating a motor vehicle;

STATE OF NEVADA DEPARTMENT OF TRANSPORTATION

Date December 22, 2021

TP 1-3-15

- (3) Reimbursing NDOT for unauthorized use resulting in additional costs to the account (including use by other or unauthorized individuals if determined to be the result of carelessness by the employee);
- (4) Returning the equipment to their Supervisor when it is no longer required to carry out their work assignments or termination of their employment;
- (5) Reimbursing NDOT for the purchase price of equipment not returned including lost equipment when it is determined that the loss was due to carelessness and/or lack of attention by the employee;
- (6) Understanding that any information on the equipment including history of usage and sites visited is the property of NDOT and may be reviewed by NDOT at any time. The same information is available to individuals or entities outside of NDOT should the records be requested through lawful means;
- (7) Understanding and adhering to all State and NDOT IT policies, procedures, and standards;
- (8) Protecting the NDOT-owned computing devices from theft, damage, abuse, and unauthorized use;
- (9) Notifying the NDOT IT Service Desk within one hour if the device is lost or stolen, and report damage as soon as practical after they notice the device is missing or damaged;
- (10) Connecting to NDOT networks using the security protocols required by NDOT IT. This may include use of secured network connections, multi-factor authentication (MFA), and use of NDOT approved Virtual Private Network (VPN) services;
- (11) Receiving and installing security and other operating system updates from the operating system vendor to stay current and ensure latest security protocols; and
- (12) Encrypt the data on their device where NDOT data is stored.

c. NDOT IT Division

- (1) Initiating, revising, and interpreting this transportation policy (TP) including defining standards for mobile device equipment purchased for use by NDOT employees;

STATE OF NEVADA DEPARTMENT OF TRANSPORTATION

Date December 22, 2021

TP 1-3-15

- (2) Providing equipment and plan options based on State Purchasing Division statewide contracts that will assist Division Heads and District Engineers in selecting the most cost-effective solution for each individual request;
 - (3) Preparing (and forwarding to Purchasing) purchase documents for mobile equipment;
 - (4) Setting up accounts for NDOT employees when authorized per this policy;
 - (5) Buying in bulk, obtaining no-cost software applications, and maintaining an App Store for NDOT purchased business productivity applications; and
 - (6) Maintaining an inventory of mobile equipment purchased by NDOT pursuant to this policy.
- d. Employees not issued NDOT-provided equipment, but having occasional or sporadic need for Mobile equipment
- (1) Temporarily checking out any loaner equipment that may be available to their program or Division when such occasional use is needed; and
 - (2) Following all NDOT IT policies, procedures, and standards for loaner equipment use.

5. DEFINITIONS

- a. Mobile Device – smart phones, tablets, laptops, and other wireless devices which transmit communications via tower antennas, cellular data transmission, Wi-Fi, and radio-cellular telephones.
- b. Mobile Device Management (MDM) – The dedicated back-office application that provides the following functions for mobile devices: software distribution, policy compliance, inventory management, security management, service management, etc.
- c. Appearance of Impropriety – Any usage of NDOT equipment or personally-owned mobile devices which clearly indicates that the productivity expected of an employee is not occurring because of the time spent on other activities and/or any usage which causes discredit or disservice to the Department.
- d. Nominal Costs – Costs incurred (typically minimal or non-measurable) that are no different than costs that would have occurred had a piece of non-portable equipment been used (i.e., a desk phone or desktop computer).

STATE OF NEVADA DEPARTMENT OF TRANSPORTATION

Date December 22, 2021

TP 1-3-15

- e. NDOT App Store (or App Catalog) – NDOT's electronic site containing a list of pre-approved mobile applications for business and productivity use. Apps listed here will be pre-paid by NDOT when there is a fee involved. Some apps listed will be specific to certain business units, while others are generic and can be used by everyone.
- f. Multi-Factor Authentication (MFA) – MFA is an authentication method in which a computer user is granted access only after successfully presenting two or more pieces of evidence (or factors) to an authentication mechanism: knowledge (something the user and only the user knows), possession (something the user and only the user has), and inherence (something the user and only the user is).

6. BACKGROUND

NDOT recognizes that a substantial percentage of its employees work outside of conventional office space and that today's work environment requires them to be in constant communication even when they are away from their office. NDOT also recognizes that for safety and other reasonably acceptable purposes, employees must be reachable not only by NDOT, but also by family and others who need to contact them.

7. PROCEDURE

- a. Authorization and Issuance of Mobile Devices
 - (1) The Division Head or District Engineer analyzes a need or request for Mobile Devices to be provided to employees who have a routine and continuing official business need. Reasons for authorizing may include:
 - (a) Management: Employee plays a managerial role in which the requested equipment plays a critical role in their ability to maintain contact with staff, clients, and other management;
 - (b) Work Location: The employee's work assignment takes the employee away from their primary work location, either to service clients or complete work assignments;
 - (c) Emergencies: The position responsibilities include an emergency response functions and/or response for being called upon to solve critical issues that arise during non-business hours;
 - (d) On Call: The position responsibilities include the employee either being on call or expected to respond to problems during nonbusiness hours; and
 - (e) Other Justifications: Written justification for other purposes as identified by the Division Head or District Engineer.

STATE OF NEVADA DEPARTMENT OF TRANSPORTATION

Date December 22, 2021

TP 1-3-15

- (2) The Division Head or District Engineer analyzes any and all available alternative solutions for work production and communication needs, including allowing employee to access networks, systems, or data with the mobile device.
- (3) The Division Head or District Engineer verifies the availability of funds necessary to purchase the equipment as well as funding for the monthly or on-going costs associated with the cellular or mobile device/data plan.
- (4) After verifying equipment and plan availability with the IT Service Desk, the Division Head or District Engineer selects and approves the equipment purchase and usage account that provides a combination of services including number of minutes, coverage, and/or data plan that most cost-effectively (minimum-level that fulfills the business need) matches the recurring business needs of the employee and authorizes the use of mobile device.
- (5) The Division Head or District Engineer ensures that the employee understands acceptable usage contained within the policy, that the employee signs the Employee Mobile Device Agreement, and forwards the agreement to the IT Service Desk.
- (6) The Division Head or District Engineer ensures that the employee understands the limitations of equipment and/or the plan being purchased.
- (7) The Division Head of District Engineer ensures that once the cost of a Mobile App is determined, an email request will be sent by the employee for a funds transfer.
- (8) The IT Division prepares the mobile device order (51), forwards to NDOT Purchasing, and sets up the service plan with the State-contracted service provider. Upon receipt of the equipment, IT Division staff initializes the equipment according to NDOT standards and delivers the equipment to the employee along with the provision of preliminary operating instructions; and

Replacement Mobile devices must be approved by the district engineer or division head subject to the provision of current State of Nevada contracts with mobile device providers. NDOT IT may require the replacement of any NDOT-issued mobile device which is no longer supported by the manufacturer or is no longer capable of receiving updates to its operating system or other software.

STATE OF NEVADA DEPARTMENT OF TRANSPORTATION

Date December 22, 2021

TP 1-3-15

- b. Account Payment, Monitoring, Reimbursement Requirements, and Annual Review
- (1) The Accounting Division receives, audits, and processes payment for monthly cellular and mobile device billings.
 - (2) The Accounting Division distributes to Division Heads and District Engineers a monthly report on usage of cellular phones and other mobile devices within their area of responsibility.
 - (3) Division Heads and District Engineers will review the monthly billings for compliance with this policy, approved plan charges, and identify any costs incurred in excess of the monthly plans signed up for. Any costs charged in excess of the approved plans are examined, and costs above the plan level caused by personal usage are identified on the billings, at which time reimbursement from the employee is requested by the Division Head or District Engineer.
 - (4) The IT Division transmits an annual listing of all authorized accounts to Division Heads and District Engineers.
 - (5) Division Heads and District Engineers conduct an annual review of authorized equipment and accounts and verify continued need, including the cost-effectiveness and need of the current plan level authorized.
 - (6) Division Heads and District Engineers notify IT Division of changes needed to equipment and/or plan levels as identified through the annual review.

END